

**CM LAUNCHES 'CM HELPLINE'**  
Envisages responsive, accountable & transparent administration

Panaji: [August 15,2024](#)

To pursue excellence in governance for the benefit of all citizens and to ensure that the Citizens get responsive, accountable and transparent administration. The redressing of the grievances of the general public in time bound manner is the objective of the Government said the Chief Minister after launching CM Helpline in the presence of Principal Secretary of Finance Dr. V. Candavelou, IAS and Secretary of Public Grievances , Shri Sarpreet Singh Gill (IAS ) at GST Bhavan Altinho [today](#).

The Directorate of Public Grievances deals with Grievances received from general public through letters, emails, online, CPGRAMS, PGRS, Whatsapp, telephone, grievances related to "Hello Goenkar" Grievances forwarded from Office of The Governor, Office of the Chief Minister, Office of the Chief Secretary, Office of the Secretary(PG) etc. To accomplish this objective of grievance redressal the Government of Goa now launches the "CM HELPLINE" which is a Call Center for registering and resolving grievances of common citizens in a time bound manner. Citizens facing any issues with regards to any government services or any Officials will call up on a single number for logging complaints as well as issues related to the Department. The helpline number is 9319 and will be in operation from [Monday](#) to [Friday](#) from 9:30am to 5:30pm.

The Chief Minister speaking further said that presently 7 Departments have been envisaged namely Goa Police Department, Electricity Department, Department Of Water Resources, Directorate Of Social Welfare, Directorate Of Women and Child Development, Directorate Of Health Services, Public Works Department etc. With this facility the general public will get access of response and update within 72 hours he informed.

The Chief Minister appreciated the staff of Public grievances Department for their initiative in public interest.

Director Public Grievance Shri Prasad Volvoikar welcoming the dignitaries in his introductory remark briefed about the role of the Public Grievances Department which has its jurisdiction over the entire State of Goa for the purpose of receipt co-ordination and monitoring of the public grievances arising out of the functioning of the various government organizations. It also coordinates with Central Government Departments in case, any resident of Goa is having any grievances against Central Government Departments/organizations.

Emphasizing that the department intends to pursue excellence in governance for the benefit of all citizens and to ensure that the Citizens get responsive, accountable and transparent administration and added that as a step further in this endeavor, the Government of Goa now launches the "CM HELPLINE".

DGP Goa Shri Alok Kumar IPS, Director DPSE Shri Vijay Saxena, Director Public Grievance Shri Prasad Volvoikar , Director WRD Shri Pramod Badami, Director Social Welfare Shri Ajit Panchwadkar and other HoDs were present at the function.

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